



# UTAH DEPARTMENT OF WORKFORCE SERVICES



ANNUAL REPORT 2017



# MISSION AND CORNERSTONES

*“Workforce Services will be the best-managed state agency in Utah.”*

*—Jon S. Pierpont, Executive Director*

## Operational Excellence

*We deliver the  
highest quality  
public service, with  
innovative methods,  
at the most  
efficient cost.*

## Exceptional Customer Service

*We meet the needs of  
our customers with  
responsive, respectful  
and accurate service.*

## Employee Success

*We provide an  
environment that  
fosters professional  
growth and personal  
fulfillment.*

## Community Connection

*We actively  
participate with  
and engage our  
community partners  
to strengthen Utah's  
quality of life.*

## DIVISION HIGHLIGHTS

# ELIGIBILITY SERVICES

## GOAL

To determine eligibility and issue accurate benefits in a timely fashion while constantly improving through innovation.

## ACHIEVEMENTS

- Document Upload
- Youth Eligibility Success Pilot
- Public Assistance Overpayment Collections



## DATA

Average Monthly Decisions	
State Fiscal Year	Average Monthly Decisions
2016	109,231
2017	106,464
Accuracy Rate	
State Fiscal Year	PRT Edit Accuracy
2016	94.59%
2017	94.87%
Timeliness Rate (All Programs)	
State Fiscal Year	Timeliness
2016	96.87%
2017	97.52%

Total Unique Households	
State Fiscal Year	# of Households
2016	228,910
2017	227,663
Total Unique Individuals	
State Fiscal Year	# of Individuals
2016	514,663
2017	507,752
Total Applications	
State Fiscal Year	# of Applications
2016	280,728
2017	260,688

## DIVISION HIGHLIGHTS

# WORKFORCE DEVELOPMENT

## GOAL

To fuel Utah's economic engine by supporting the workforce with training, education and support.

## ACHIEVEMENTS

- Final Year of the Next Generation Labor Exchange Project Complete
- Utah's Workforce Innovation and Opportunity Act (WIOA) Plan
- Implementation of Family Employment Program (FEP) Refocus Training
- Invest In You Too Project



## DATA

Job Orders	
State Fiscal Year	Total Openings
2016	258,122
2017	277,570
Compliance Case Review	
State Fiscal Year	Case Accuracy Rate
2016	84.10%
2017	87.70%
TANF Positive Closure Rate	
State Fiscal Year	Positive Closure Rate
2016	79.00%
2017	80.39%
WIOA Positive Closure Rate	
State Fiscal Year	Positive Closure Rate
2016	89.40%
2017	90.88%

Employers Served	
State Fiscal Year	Employers served
2016	7,974
2017	7,213
Job Seekers Served	
State Fiscal Year	Seekers served
2016	205,787
2017	174,246
Average Quarterly Job Placements	
State Fiscal Year	Placements
2016	37,145
2017	29,909

## DIVISION HIGHLIGHTS

# UNEMPLOYMENT INSURANCE

## GOAL

To provide economic stability to Utah's employers, workforce, families and communities.

## ACHIEVEMENTS

- Excellence Award Six Years Running
- Enhancing Interaction with Employers
- Maintaining Trust Fund Solvency



UI Determinations	
State Fiscal Year	Total Determinations
2016	315,455
2017	296,854
Contributions Collected	
State Fiscal Year	Contributions Collected
2016	\$231,292,518
2017	\$194,429,965
Timeliness (% of Benefit Payments Made within 14 days)	
State Fiscal Year	Timeliness
2016	93.2%
2017	92.1%
Federal Separation BTQ Score	
State Fiscal Year	BTQ Score
2016	93.9%
2017	94.1%

Volume Counts (Claims)	
State Fiscal Year	Volume Counts (Claims)
2016	81,579
2017	74,384
Re-Employment Rate	
Calendar Year	Re-Employment Rate
2015	68%
2016	68%
Duration (weeks)	
Calendar Year	Duration
2015	12.1
2016	12.5
Exhaustion	
Calendar Year	Exhaustion Rate
2015	27.6%
2016	25.5%

## DIVISION HIGHLIGHTS

# UTAH STATE OFFICE OF REHABILITATION



## REHABILITATION SERVICES

### GOAL

To provide high quality, individualized services to eligible clients with disabilities. These services include disability restoration and treatment services, counseling and guidance, assistive technology, training, job placement services and follow-up supports.

### ACHIEVEMENTS

- Prioritized resources to significantly decrease the Order of Selection Wait List.
- More than 500 social security beneficiaries re-entered the workforce and obtained competitive, integrated employment.



## DISABILITY DETERMINATION SERVICES

### GOAL

To work in partnership with the Social Security Administration to process disability applications, adjudicate disability claims, and process continuing disability reviews.

### ACHIEVEMENTS

- In 2016, Utah's Anti-Fraud unit received the Social Security Administration Commissioner's Citation.
- The entire DDS staff received the Regional Commissioner Citation for an exemplary 2016 year.
- DDS is on track to meet or exceed all Social Security Administration goals for Federal Fiscal Year 2017.

## DIVISION HIGHLIGHTS

# UTAH STATE OFFICE OF REHABILITATION



## SERVICES FOR THE DEAF AND HARD OF HEARING

### GOAL

To provide individuals who are deaf or hard of hearing with opportunities and programs to enhance or maintain skills necessary to fully participate in their employment, family and community. It is also responsible for certifying all American Sign Language interpreters for Utah.

### ACHIEVEMENTS

- Filmed 347 testing modules to improve Utah's Interpreter Certification Process.
- Successful T-Coils campaign.
- Sixty new individuals received ASL certification.



## SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

### GOAL

To provide services to individuals who are blind or visually impaired, including training and adjustment services.

### ACHIEVEMENTS

- TAS students received hands-on work experiences in state agencies based on their chosen field of interest leading to increased work skills and personal confidence.
- Increased outreach efforts to other state agencies to advertise services and facilitate collaborative services to better serve shared clients.

## DIVISION HIGHLIGHTS

# ADDITIONAL DIVISIONS

### HOUSING & COMMUNITY DEVELOPMENT



### THE OFFICE OF CHILD CARE



### REFUGEE SERVICES OFFICE



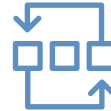
### WORKFORCE RESEARCH AND ANALYSIS





# PROGRAM HIGHLIGHTS

- **CHILD CARE QUALITY PROGRAM**
- **CHILD CARE SUBSIDY PROGRAM**
- **GENERAL ASSISTANCE**
- **HOUSING**
- **MEDICAL (MEDICAID, CHIP, UPP AND PCN)**
- **NAVAJO REVITALIZATION FUND**
- **PAMELA ATKINSON HOMELESS TRUST FUND**
- **PERMANENT COMMUNITY IMPACT FUND**
- **SELF-RELIANCE TRAINING**
- **SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM**
- **SNAP EMPLOYMENT AND TRAINING PROGRAM**
- **STATE SMALL BUSINESS CREDIT INITIATIVE**
- **TEMPORARY ASSISTANCE FOR NEEDY FAMILIES**
- **UINTAH BASIN REVITALIZATION FUND**
- **UTAH CLUSTER ACCELERATION PARTNERSHIP**
- **WAGNER-PEYSER**
- **WORKFORCE INNOVATION AND OPPORTUNITY ACT — ADULT AND DISLOCATED WORKER PROGRAMS**
- **WORKFORCE INNOVATION AND OPPORTUNITY ACT — YOUTH PROGRAM**
- **WORKFORCE INNOVATION FUND — NEXT GENERATION LABOR EXCHANGE**



# BOARDS AND COMMISSIONS



- ADVISORY COUNCIL FOR SERVICES FOR THE BLIND AND VISUALLY IMPAIRED
- ADVISORY COUNCIL FOR SERVICES FOR THE DEAF AND HARD OF HEARING
- GOVERNOR'S COMMITTEE ON EMPLOYMENT OF PEOPLE WITH DISABILITIES
- INTERGENERATIONAL WELFARE REFORM COMMISSION
- REFUGEE SERVICES ADVISORY BOARD
- STATE HOMELESS COORDINATING COMMITTEE
- STATE WORKFORCE DEVELOPMENT BOARD
- STATE REHABILITATION COUNCIL
- STEMLINK PARTNERSHIP
- WOMEN IN THE ECONOMY COMMISSION

JOBS.UTAH.GOV

The Department of Workforce Services  
2017 Annual Report is available to the  
public by visiting  
**jobs.utah.gov**  
and searching "annual reports."

